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ABSTRACT

This document is composed of three bibliographies that were handed out during a section of an American Library Association conference dealing with education and behavioral sciences and more narrowly, with how techniques borrowed from these disciplines can improve the effectiveness of reference services. The handouts are a 24-item bibliography on "Questioning Techniques and the Reference Interview," a 19-item bibliography on "Learning Styles and the Reference Interview," and a 12-item list of "Videos and Films on Reference Service." (KRN)

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BRIEF ENCOUNTERS: USING TECHNIQUES FROM PSYCHOLOGY AND EDUCATION TO IMPROVE THE EFFECTIVENESS OF REFERENCE SERVICE

Education and Behavioral Sciences Section, ACRL
ALA Conference Program, San Francisco
June 29, 1992

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"QUESTIONING TECHNIQUES AND THE REFERENCE INTERVIEW"

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Budd, J. "The Question of Questioning: On the Coexistence of Library Instruction and Reference." Reference Librarian no. 10:93-100 (Spring/Summer 1984).

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Dervin, B. and Dewdney, P. "Neutral Questioning: A New Approach to the Reference Interview." RQ 25:506-13 (Summer 1986).

Dommer, J.M. and McCaghy, M.D. "Techniques for Conducting Effective Search Interviews with Thesis and Dissertation Candidates." Online 6:44-7 (March 1982).

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Lederman, L.C. "Fear of Talking: Which Students in the Academic Library Ask Librarians for Help?" RQ 20:382-93 (Summer 1981).

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Norman, O.G. "Deciphering Reference Questions Through the Reference Interview: Report and Annotated Bibliography." 20p. (May 1978). ED157558.

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Smith, N.M. and Fitt, S.D. "Active Listening at the Reference Desk." RQ 21:247-9 (Spring 1982).

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"LEARNING STYLES AND THE REFERENCE INTERVIEW"

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Bodi, S. "Teaching Effectiveness and Bibliographic Instruction: The Relevance of Learning Styles." College and Research Libraries 51:113-19 (March 1990).

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Calabretta, N. and Ross, R. "Analysis of Reference Transactions Using Packaged Computer Programs." Medical Reference Services Quarterly 3:23-47 (Fall 1984).

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Dalrymple, P.W. "Retrieval by Reformulation in Two Library Catalogs: Toward a Cognitive Model of Searching Behavior." Journal of the American Society of Information Science 41:272-81 (June 1990).

Fister, B. "Teaching Research as a Social Act: Collaborative Learning and the Library." RQ 29:505-9 (Summer 1990).

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Saracevic, T. "Cognitive Patterns in Online Searching." In Information Seeking: Basing Services on Users' Behaviors, ed. by Jana Varlejs. McFarland & Co., 1987.

Stein, B.L. and Totten, H.L. "Cognitive Styles: Similarities Among Students." Journal of Education for Librarianship 24:38-43 (Summer 1983).

Stein, B.L. and others. "Understanding Preferred Cognitive Styles--A Tool for Facilitating Better Communication." Journal of Education for Library and Information Science 27:38-49 (Summer 1986).

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"VIDEOS AND FILMS ON REFERENCE SERVICE"

Coaching: Practice Makes Perfect

Library Video Network; ALA Video, 1986. Videocassette. 16 min. Sound. Color. Accompanied by discussion guide. Purchase price, $130.

Two librarians coach each other's reference interview techniques and give positive feedback and constructive criticism. Discusses four aspects of a reference interview.

Controlling the Confrontation: Arch Lustberg on Effective Communication Techniques

Library Video Network; ALA Video, 1989. Videocassette. 43 1/2 min. Sound. Color. Accompanied by discussion guide. Purchase price, $175.

Mr. Lustberg presents techniques for defusing confrontations and delivering convincing messages to library patrons. Demonstrates how facial expressions and body language affect each situation.

The Difficult Reference Question

Library Video Network, 1986. Videocassette. 19 min. Sound. Color. Purchase price, $130; rental price $55.

This video emphasizes communication skills rather than reference techniques. Shows compassionate librarians handling a variety of patrons, including overly talkative people, rude and obnoxious users, and those who have highly technical needs.

If It Weren't for the Patron: Evaluating Your Public Service Attitude

ALA Video, 1988. Videocassette. 17 min. Sound. Color. Purchase price, $130.

Brief vignettes illustrate some problem areas in library staff relationships with patrons. Emphasizes that customer service attitudes need to be examined.

A Library Survival Guide: Managing the Problem Situation

Library Video Network; ALA Video, l985. Videocassette. 20 min. Sound. Color. Accompanied by guide. Purchase price, $130.

Five dramatizations of disruptive library situations help staff define problems, examine policies and procedures, and determine appropriate actions. Addresses problem situations in libraries, including rude patrons, homeless people, and latchkey children.

Managing Difficult Situations in the Library

Ann Arbor Public Library; Washtenaw County Community Health Center, 1985. Videocassette. Sound. Color. Accompanied by training manuals. Purchase price, $95-175.

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Library staff dramatize methods they use to cope with difficult patrons. Discusses public library rules and regulations as well as in-service training for employees.

Problems, Problems, and Less Problems: A Guide to the Problem Patron
Mountain West Library Training, 1987. Videocassette. 16 1/2 min. Sound. Color. Accompanied by guide. Purchase price, $50.
This program for training library employees offers tips on dealing with difficult patrons.

OTHER RELATED VIDEOS AND FILMS

Body Language: The Silent Communicator
TransVision, 1988. Videocassette. 45 min. Sound. Color. Purchase price, $30.
This video shows different types of body language and different ways they can be interpreted.

Difficult People: How to Deal With Them
White Leopard Video, 1989. Videocassette. 37 min. Sound. Color. Purchase price, $30.
The program outlines seven common behavioral types found in work environments, defines how they can be difficult, and offers suggestions for working effectively with them.

The Interpersonal Perception Task
University of California Extension Media Center, 1987. Videocassette. 40 min. Sound. Color. Purchase price, $370; rental price, $36.
A collection of vignettes illustrates how individual people perceive aspects of interpersonal communication differently.

Non-Verbal Communication
British Telecom; Epic, 1989. Videocassette. Sound. Color.
Although this video was designed for training salespersons, it offers good dramatized examples of non-verbal communication behaviors and how to understand different types of body language.

Verbal Communication Made Easy
Alfred Higgins Productions, 1989. 16mm or videocassette. 18 1/2 min. Sound. Color. (Series: Study Skills) Purchase price, $425 (film); $385 (video); rental price $60.
The video addresses how ordinary people develop good communication skills. Shows how tone of voice and body movements can distort meaning.